

COMMISSIONERS  
DOUG LITTLE – Chairman  
BOB STUMP  
BOB BURNS  
TOM FORESE  
ANDY TOBIN

JODI JERICH  
Executive Director



0000172142

1200 West Washington Street  
Phoenix, AZ 85007  
TELEPHONE: (602) 542-4251

ORIGINAL

ARIZONA CORPORATION COMMISSION

July 27, 2016

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Customer Comments

Docket No. E-01345A-16-0036

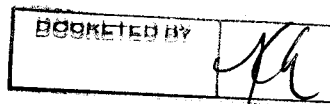
Please docket the attached 7 opinions (including 4 Petitions) with 65 customer signatures opposing the above filed case.

Customer comments can be reviewed in E-Docket under the above docket number.

Filed by: Utilities Division-Consumer Services

Arizona Corporation Commission  
DOCKETED

JUL 29 2016



RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 JUL 29 P 3:13

**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

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<b>Investigator:</b> Roxanne Best	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 7/22/2016
<b>Opinion Number:</b> 2016 - 133311	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 7/22/2016 8:19 AM	

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<b>First Name:</b> PETITION	<b>Last Name:</b> PETITION 18	<b>Account Name:</b> PETITION PETITION 18
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**Address:** <<< REDACTED >>>

<b>City:</b> Surprise	<b>State:</b> AZ	<b>Zip Code:</b> 85387
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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
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**Nature Of Opinion**

<b>Docket Number:</b> E-01345A-16-0036	<b>Docket Position:</b> Against
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18 opposed with same letter as follows:

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Signed:

David McKee	Omar Ramirez
Kate Anderson	ReNae Hedges
Kenneth Knotts	Sandra Boelter
Nancy Sparks	Sandra Straub
James Wooddell	Cynthia Jones

**E-01345A-16-0036**

**Arizona Corporation Commission**  
**Utilities Complaint Form**

Daniel Balderas      Rhonda Bennett  
Christopher Wilson   Timothy Canning  
Brian Morpew        Russ Sutton  
Florence Ebert        Shannan Cambern

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/22/2016	Roxanne Best	Web Submission	Investigation
Comments noted for record and docketed. Closed.			

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**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/27/2016  
**Opinion Number:** 2016 - 133502      **Priority:** Respond within 5 business days  
**Opinion Codes:** Other - Net Metering      **Closed Date:** 7/27/2016 4:15 PM  
Rate Case Items - Demand/ Opposed

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**First Name:** PETITION      **Last Name:** PETITION 4      **Account Name:** PETITION  
PETITION 4  
**Address:** <<< REDACTED >>>  
**City:** Phoenix      **State:** AZ      **Zip Code:** 85016

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**Company:** Arizona Public Service Company      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036      **Docket Position:** Against

4 opposed with same letter as follows:

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Signed:

David Grubbs

Beverly Lawrence

CHRIS BALL

Kyndall Holstead

E-01345A-16-0036

**Arizona Corporation Commission**  
**Utilities Complaint Form**

Investigation

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

7/27/2016

Roxanne Best

Email

Investigation

Comments noted for record and docketed. Closed.

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## Arizona Corporation Commission Utilities Complaint Form

**Investigator:** Mary Mee**Phone:** <<< REDACTED >>>**Opinion Date:** 7/22/2016**Opinion Number:** 2016 - 133313**Priority:** Respond within 5 business days**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 7/28/2016 3:58 PM

Rate Case Items - Demand/ Opposed

Other - Net Metering

**First Name:** PETITION**Last Name:** PETITION 23**Account Name:** PETITION  
PETITION**Address:****City:****State:****Zip Code:****Company:** Arizona Public Service Company**Division:** Electric

### Nature Of Opinion

**Docket Number:** E-01345A-16-0036**Docket Position:** Against

Received the following identical comments from 23 customers opposed to the proposed rate case.

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

Submitted by: 1. Kristi Snodgrass 2. David Núñez 3. Leslie Culton 4. Julie Riffe 5. Richard McGuirk 6. Doreen Miller 7. Don Coulter 8. Daisy Anderson 9. Nicholas Acciardo 10. Kathleen Flanigan 11. Tracy Swangler 12. Kathy Burlingame 13. Barbara Manning 14. John McWhirte 15. Matthew Wright 16. Jeff Pryse 17. Dagny Gromer 18. Ed Rogers 19. Nicholas Acciardo 20. Brandon Cheshire 21. Gary Held 22. Erendira Barbosa 23. Sharon McKeehan

### Investigation

**Date:****Analyst:****Submitted By:****Type:**

7/28/2016

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED

**E-01345A-16-0036**

**Arizona Corporation Commission**  
**Utilities Complaint Form**

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# Arizona Corporation Commission

## Utilities Complaint Form

**Investigator:** Mary Mee      **Phone:** <<< REDACTED >>>      **Complaint Date:** 7/18/2016  
**Complaint Number:** 2016 - 133123      **Priority:** Respond within 5 business days  
**Complaint Codes:**      Rate Case Items - Opposed      **Closed Date:** 7/21/2016 11:21 AM  
Rate Case Items - Demand/ Opposed  
Other - Net Metering

**First Name:** PETITION      **Last Name:** PETITION 13      **Account Name:** PETITION  
PETITION

**Address:**

**City:**      **State:**      **Zip Code:**

**Company:** Arizona Public Service Company      **Division:** Electric

### Nature Of Complaint

Received the following identical comments from 13 customers opposed to the proposed rate case.

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

Submitted by: 1. Patricia Coolidge 2. Francisco Lopez 3. Ed Rogers 4. John Bowling 5. Ylde Castyo 6. Daniel McNamara 7. S Vest 8. Emmy Morales 9. Robert Brooks 10. Eva Allebach 11. Margret Schreck 12. Regina Knapp 13. Dave Haws

### Investigation

**Date:** 7/21/2016      **Analyst:** Mary Mee      **Submitted By:** Telephone      **Type:** Investigation

Comments noted for the record and docketed. CLOSED





**Arizona Corporation Commission  
Utilities Complaint Form**

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<b>Investigator:</b> Mary Mee	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 7/25/2016
<b>Opinion Number:</b> 2016 - 133361		<b>Priority:</b> Respond within 5 business days
<b>Opinion Codes:</b> Rate Case Items - Consolidation Opposed	<b>Closed Date:</b> 7/25/2016 8:19 AM	

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<b>First Name:</b> Betty	<b>Last Name:</b> Maughan	<b>Account Name:</b> Betty Maughan
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Sun City	<b>State:</b> AZ	<b>Zip Code:</b> 85351
<b>Home:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>	

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
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**Nature Of Opinion**

<b>Docket Number:</b> E-01345A-16-0036	<b>Docket Position:</b> Against
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I am against full consolidation and the cost effect it will have on senior citizens, most of whom are on a fixed income.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/25/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

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**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

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<b>Investigator:</b> Michael Buck	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 6/14/2016
<b>Opinion Number:</b> 2016 - 132275	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Other - Net Metering	<b>Closed Date:</b> 7/25/2016 2:02 PM	
Rate Case Items - Demand/ Opposed		
Rate Case Items - Opposed		

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<b>First Name:</b> Deborah	<b>Last Name:</b> Menke	<b>Account Name:</b> Deborah Menke
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Phoenix	<b>State:</b> AZ	<b>Zip Code:</b> 85032
<b>Email:</b> <<< REDACTED >>>		

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
For Assignment	<b>Phone:</b> <<< REDACTED >>> <b>Email:</b> <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036

**Docket Position:** Against

**From:** Deborah Menke [mailto:<<< REDACTED >>> ]

**Sent:** Monday, June 13, 2016 3:11 PM

**To:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

**Subject:** Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

Deborah Menke

<<< REDACTED >>>

<<< REDACTED >>>

**E-01345A-16-0036**

**Arizona Corporation Commission**  
**Utilities Complaint Form**

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**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

7/25/2016

Michael Buck

Telephone

Investigation

Entered into the record and docketed. Closed.

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E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Mary Mee      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/22/2016  
**Opinion Number:** 2016 - 133320      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Demand/ Opposed      **Closed Date:** 7/22/2016 10:32 AM

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**First Name:** NOEL      **Last Name:** JOHNSON      **Account Name:** NOEL JOHNSON  
**Address:** <<< REDACTED >>>  
**City:** SUN CITY      **State:** AZ      **Zip Code:** 85351  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Company:** Arizona Public Service Company      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-01345A-16-0036      **Docket Position:** Against

I and my wife oppose APS proposals to implement demand charge pricing on residential electrical rates, the 15 minute peak usage window is not realistic by any stretch of the imagination!

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Investigation			
Date:	Analyst:	Submitted By:	Type:
7/22/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

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**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

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<b>Investigator:</b> Roxanne Best	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 7/22/2016
<b>Opinion Number:</b> 2016 - 133315	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Other - Net Metering	<b>Closed Date:</b> 7/22/2016 9:02 AM	
Rate Case Items - Demand/ Opposed		

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<b>First Name:</b> Lina	<b>Last Name:</b> Alvarez	<b>Account Name:</b> Lina Alvarez
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Scottsdale	<b>State:</b> AZ	<b>Zip Code:</b> 85258
<b>Email:</b> <<< REDACTED >>>		

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
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**Nature Of Opinion**

<b>Docket Number:</b> E-01345A-16-0036	<b>Docket Position:</b> Against
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From: Lina Alvarez

Sent: Friday, July 22, 2016 8:58 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

I am tired of your hypocrisy on solar energy and your spending our money on electing politicians who support your agenda. You are a public utility and yet you act only in the interest of APS and its "shareholders" which is an inherent conflict of interest.

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

Lina Alvarez

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**E-01345A-16-0036**

**Arizona Corporation Commission**  
**Utilities Complaint Form**

**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

7/22/2016

Roxanne Best

Email

Investigation

Comments noted for record and docketed. Closed.

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E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Mary Mee	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 7/22/2016
<b>Opinion Number:</b> 2016 - 133349		<b>Priority:</b> Respond within 5 business days
<b>Opinion Codes:</b> Rate Case Items - Demand/ Opposed	<b>Closed Date:</b> 7/22/2016 3:13 PM	

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<b>First Name:</b> Joan	<b>Last Name:</b> Adair	<b>Account Name:</b> Joan Adair
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Sun City	<b>State:</b> AZ	<b>Zip Code:</b> 85351

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
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### Nature Of Opinion

<b>Docket Number:</b> E-01345A-16-0036	<b>Docket Position:</b> Against
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For those of us retired people living in Sun City and living off our social security income, the EPCOR WASTE WATER PROPOSAL APS MANDATORY DEMAND CHARGE is outrageous! I call it greedy overkill!

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Investigation			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/22/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

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**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

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<b>Investigator:</b> Roxanne Best	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 7/22/2016
<b>Opinion Number:</b> 2016 - 133341	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Other - Net Metering	<b>Closed Date:</b> 7/22/2016 3:13 PM	
Rate Case Items - Demand/ Opposed		

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<b>First Name:</b> Sherri	<b>Last Name:</b> Gerlach	<b>Account Name:</b> Sherri Gerlach
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Mesa	<b>State:</b> AZ	<b>Zip Code:</b> 85206
<b>Home:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>	

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
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**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036

**Docket Position:** Against

Dear Corporate Commissioners, Last night I attended a meeting to better understand the proposed new utility charges of net metering, new fixed charges, and demand charges by APS. I now am greatly concerned that these would interfere with forward progress on residential solar. My husband and I have done everything to minimize our energy usage for the good of the planet. We do not have children, but wish to be the best of stewards over this land so all children, and theirs, and theirs may know the beauty and goodness that all of nature offers. Arizona has great wealth in sunshine ...that can - and will - be harnessed for power. Sooner rather than later, I think. I would encourage you to assist all utility companies to stop dragging their feet and to work with the public, whether residential or commercial, on a plan to convert to clean energy that everyone benefits from. There don't have to be losers in this new era of conscientious consumption. This is not a naive perspective. The generations behind us will have it no other way, God bless them. And neither would I. It is becoming intolerable that people with power so abuse that power and trust. And people won't stand for it. And won't vote for it. I ask you to please encourage utility companies to use their creativity and "power" for positive change that helps make Arizona a leader in solar, as it should be. Thank you.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/22/2016	Roxanne Best	Web Submission	Investigation
Comments noted for record and docketed. Closed.			

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E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/26/2016  
**Opinion Number:** 2016 - 133455      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Demand/ Opposed      **Closed Date:** 7/26/2016 3:25 PM

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**First Name:** Richard      **Last Name:** Prill      **Account Name:** Richard Prill  
**Address:** <<< REDACTED >>>  
**City:** Phoenix      **State:** AZ      **Zip Code:** 85032  
**Home:** <<< REDACTED >>>      **Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Company:** Arizona Public Service Company      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-01345A-16-0036

**Docket Position:** Against

APS rates are 26% higher than SRP! Most consumers would never be aware of that fact unless like us they move from to the other. Last summer we lived in a condo in Phoenix with SRP for our electric service. In September 2015 we moved to a new energy efficient house in APS territory. We were shocked to recently get our electric bill for July. We used 11% less KWH this year over last July, yet our bill from APS was 12% higher. Which means that APS rates are 26% higher than SRP. The APS bill has \$43.57 of surcharges and services and adjustments (22% of total bill. SRP's bill did not have any of those charges (\$0). In addition SRP charges only Phoenix City tax and County and state tax (8%) and APS lists taxes and franchise fees totaling 10% of the bill. I know that utilities are regulated and wonder how the commission has allowed APS to charge over 23% worth of very questionable charges to pad the bill. SRP manages to deliver their electricity without any of this. Does the commission only control the cost per KWH and not what the total bill is? Is this why APS contributed so much dark money to the commissioners running for office, so that they could get away with this bogus rip off of consumers by a "regulated" utility??

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		Investigation	
Date:	Analyst:	Submitted By:	Type:
7/26/2016	Roxanne Best	Email	Investigation

From: Roxanne Best  
Sent: Tuesday, July 26, 2016 2:07 PM  
To: 'pattiprill@att.net' <pattiprill@att.net>  
Subject: APS complaint

Good Afternoon,

I am writing in response to the complaint you submitted. First I would like to clarify this was meant as questions to the Commission and not an opinion to be submitted in the current APS rate case? If you would like your opinion submitted please let me know and I will have it included. However, if you just wanted some information, have you called APS to ask them to give you a detailed explanation of the breakdown of your bill? I can connect you with a consumer advocate who will be happy to go into detail for you.

I cannot comment about SRP since we do not regulate them. I can only say that I know SRP is partially funded by federal funds which keeps their rates a little lower. APS is a public service and they have to charge to not only make a small profit, but also to cover all the fees they have to pay that a multi municipal service does not. As I stated above it is an option of the public to submit their opinions when a rate case is before the board, as one currently is for APS, to help decide whether an increase should be approved. I hope this information has helped. Please let me know which way you would like to go with the options I've given you.

## Arizona Corporation Commission Utilities Complaint Form

Thank you,  
Roxanne Best

Arizona Corporation Commission – Utilities  
Public Utilities Consumer Analyst  
1200 W. Washington St., Phoenix, AZ 85007-2927  
(602) 364-1066  
Email: RBest@azcc.gov

Date:	Analyst:	Submitted By:	Type:
7/26/2016	Roxanne Best	Email	Investigation

From: Roxanne Best  
Sent: Tuesday, July 26, 2016 3:23 PM  
To: 'Patti Prill' <pattiprill@att.net>  
Subject: RE: APS complaint

Hello,

SRP is not regulated by us because it is a multi-municipality governed entity. They are not the same as the public service corporation which is not connected to any municipality, city or district. As for the APS rates, they have been submitted and approved. They used to be issued as a flat rate, but the customer majority requested to see what the flat rate was being spent on so APS broke their bill down by every charge they have to cover. For a detailed explanation I can forward your questions to the APS customer advocate. Let me know if this is what you would like. In the meantime I will submit your complaint as an opinion as "not in favor" of the APS current rate case. For more details on what we regulate you can visit AZCC.gov.

Thank you,  
Roxanne Best

Arizona Corporation Commission – Utilities  
Public Utilities Consumer Analyst  
1200 W. Washington St., Phoenix, AZ 85007-2927  
(602) 364-1066  
Email: RBest@azcc.gov

From: Patti Prill [mailto:pattiprill@att.net]  
Sent: Tuesday, July 26, 2016 3:15 PM  
To: Roxanne Best <RBest@azcc.gov>  
Subject: Re: APS complaint

Why is SRP not regulated by you? It is a public service company too. Guess I don't understand the difference.

I am not sure how this should be submitted, complaint, opinion or whatever - I just wanted someone to make note that when APS asks for a rate increase that they are hiding profits by charging us all these extra charges- like charging me to even have an account - \$1.89 and to bill me \$ 2.10 and to read my meter \$1.86 etc. Do I have an option not to have my meter read? So why is that not part of the base rate.

And if all those other line items are legitimate then shame on our government. Who is keeps track of all these fees? Do I really believe that the Federal Transmission and ancillary services charge of \$6.77 really goes somewhere and for what? And Federal transmission cost adjustment of \$9.30. These are serious charges and does someone know what they are for? Like I said over \$43!! plus \$16 in tax. At least the tax I can understand and believe.

If my comments can be reviewed by the whoever is reviewing the rate case then that is fine.

**E-01345A-16-0036**

**Arizona Corporation Commission**  
**Utilities Complaint Form**

Thank you for your time.

Patti

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<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/26/2016	Roxanne Best	Web Submission	Investigation

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Comments noted for record and docketed. Closed.

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